



Reservation Office - Guest Services Representative

Join the Summer House Park team on the beautiful Saugeen Bruce Peninsula! We're a family-oriented camping resort offering a range of accommodations and activities. At Summer House Park we cherish family time. We are committed to offering an exceptional vacation experience and are dedicated to responsible actions for our environment and community. If you're friendly, responsible, and love providing excellent customer service, we want you on our registration office team.

As the first point of contact for our guests, you'll welcome and register visitors, handle reservations, and assist with general inquiries. This role also involves coordinating with maintenance and housekeeping, using computer systems, and ensuring a clean and organized office.

Full-time and part-time seasonal employment is available. We provide family health benefits to returning employees after the first season of employment.

Key Responsibilities:

- Take phone reservations and assist with registration.
- Coordinate guest requests with maintenance and housekeeping.
- Assist campers with inquiries about park operations and local attractions.
- Efficiently use computer and reservation software, cash, and debit machines.
- Contribute to park activities and special events.
- Collaborate with other park departments and perform various office duties.
- Monitor park entrance, enforce rules, and patrol grounds.
- Maintain a clean and tidy office and reception area.
- Support sustainability goals in your work.

Qualifications/Skills:

- Strong interpersonal and customer service skills.
- Effective verbal and written communication.
- Previous experience in customer service and tourism is a plus.
- Team player with strong organizational skills.
- Cheerful and friendly demeanor.
- Computer proficiency, especially in Microsoft Office.
- Knowledge of local attractions is beneficial.
- Must have transportation and accommodation.

Work Conditions:

- Flexible hours, including nights, weekends, and holidays.
- Regular interaction with customers and the public.
- Requires constant standing and walking throughout the shift in a face-paced environment.

Compensation: Starting from \$18 + based on experience. We provide family health benefits to returning employees after the first season of employment.

Duration: Full-Time Seasonal- mid-April to November. Start and end dates may be flexible. Part-time positions also available.

How to Apply:

Qualified applicants must **complete the application form** which can be found on our website, as well as forward a covering letter and résumé describing your experiences and interests to:

Summer House Park Attention: Darci Lombard
197 Miller Lake Rd.
Miller Lake, ON N0H 1Z0
(519) 795-7712 Documents may be sent electronically to - darci@summerhousepark.ca

Acknowledgement and Agreement: *Summer House Park is an equal opportunity employer and strives to ensure that its hiring process meets the needs of people of all abilities. As such, Summer House Park will provide reasonable accommodation for any applicant, as requested during the hiring process.*

Summer House Park strives to ensure that its employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, Summer House Park will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.